

Iowa eFile & Pay Telephone Script
Withholding Monthly Return and Payment by ePay
for user who has already been in the eFile & Pay system
and completed the profile

Please Note:

- This script includes the most common filing experience.
- Your return is not complete until you receive a confirmation number.
- The first person from your business who enters the system will be assigned User ID 0001.
- Electronic funds transfer is also called ePay and direct debit.

WELCOME TO THE IOWA eFILE & PAY SYSTEM

STEP 1

If you are calling from a touch-tone phone, please press 1 now, or if you are calling from a rotary phone, please visit our Web site at www.state.ia.us/tax or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8-4:15 p.m. Central Time.

(The following script occurs after the user presses 1.)

STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)

Please enter your 8-digit Iowa Business eFile Number.

You have entered -----.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

STEP 3 (Enter 4-Digit User ID)

Please enter your 4-digit User ID.

You have entered -----.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

STEP 4 (Enter 8-digit Password)

Please enter your 8-digit Password.

You have entered -----.

If this is correct, press 1.

If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

STEP 5 (File, Pay, Change Password, Demo)

To file your return, press 1.
To make a payment, press 2.
To cancel a payment, press 3.
To change your Password, press 4.
To demo this system, press 5.
To hear this list again, press 9.

(The following script occurs after the user presses 1.)

STEP 6

For withholding tax, press 1.

STEP 7

Enter a permit number for the tax type you selected, followed by the pound sign (#).
You have entered -----.
If this is correct, press 1.
If incorrect, press 2.

(The following script occurs after the user presses 1.)

STEP 8

To file a monthly withholding deposit, press 1.
To file a quarterly withholding tax return, press 2.
To file an annual Verified Summary of Payments, press 3.

(The following script occurs after the user presses 1.)

STEP 9

You indicated you wanted to file a monthly withholding deposit.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

You will receive a confirmation number once you have successfully filed.
If you hang up before receiving a confirmation number, your return will not be submitted.

STEP 10

Enter the month and year for the period you are filing.
For example, if you are filing for January 2005, enter 012005.

You have selected to submit a return for -----
If this is correct, press 1.
To select a different period, press 2.

(The following script occurs after the user presses 1.)

STEP 11

Enter your Iowa income tax withheld for ----- in whole dollars, followed by the pound (#) sign.
For example, if the amount is \$225, you will enter 225#
If the amount is zero, you will only need to press the pound sign (#).

You entered ----.
If this is correct, press 1.
To enter a different amount, press 2.

(The following script occurs after the user presses 1.)

STEP 12

Please enter your total credit or adjustment amount followed by the pound sign (#).
For example, if the amount is \$225, you will enter 225#
If the amount is zero, you will only need to press the pound sign (#).

You entered credits of ----.
If this is correct, press 1.
To enter a different amount, press 2.

(The following script occurs after the user presses 1.)

STEP 13 (VERIFICATION)

Your Iowa tax withheld is ----.
Your credits and adjustments claimed are ----.
Your balance due is ----.
Your total amount due is ----

To continue, press 1.
To repeat, press 2.

(The following script occurs after the user presses 1.)

Your return is not complete until you receive a confirmation number.

STEP 14 (PAYMENT OPTIONS)

If you would like to pay by electronic funds transfer (direct debit), press 1.
If you would like to pay by check, press 2.
If you would like to pay by credit card or ACH Credit, press 3.

(The following script occurs after the user presses 1.)

STEP 15: IF USER CHOSE ELECTRONIC FUNDS TRANSFER (DIRECT DEBIT) (#1) also known as ePay.

The total amount due is -----.

To pay this amount, press 1.

To pay a different amount, press 2.

(After the user presses 1, the user will hear one of two messages.)

Your payment of ----- will be charged to your bank account ending in last four digits of ----. To change your bank account information, press 2 now.

OR

Please enter a 9-digit bank routing number.

You have entered -----.

If this is correct, press 1.

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter a bank account number followed by the pound sign (#).

You have entered bank account number -----.

If this is correct, press 1.

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

If this is a checking account, press 1.

If this is a savings account, press 2.

You have indicated this payment is from your (savings or checking) account.

If this is correct, press 1.

If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter the date you wish to make your payment. For example, for April 30, 2005, enter 04302005.

Your payment will be made on -----.

To complete this transaction and receive a confirmation number, press 1.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

STEP 16 (CONFIRMATION NUMBER: Be sure to write this down.)

Your confirmation for this transaction is ----- and the date and time you are submitting this transaction is -----, -- at ---- (a.m. or p.m.).

Please keep this information for your records.

To hear this message again, press 1.

To file another return, press 2.

To end this call, press 3.